

Questions from County/Tribal Child Care Agencies – 4/15/20

Follow up to question #11 from conference call on 04/07/20.

11. If the children are not attending the provider due to COVID-19 and are still paying the provider the Wisconsin Shares subsidy, should the provider still hold their slot open, or can they fill the spot with another child. **The provider is encouraged to use this available vacant slot to provide care for essential personnel during this emergency. The original parent that has an authorization in place for child care to this location, but whose child is not currently attending, will need to communicate regularly with the child care provider and provide updates related to when the child is expected to return to care and together with the child care provider determine what child care space is available.**

Even though the center filled the parent's spot at the center, do we still leave in the Wisconsin Shares authorizations for this family since the plan is for them to return after the crisis? **Yes, leave the authorization in throughout the COVID-19 crisis. If at the end of the crisis there is no space for this family to return to this location, a new authorization should be created for a new child care provider.**

1. A lot of school-age children change providers for the summer. If we extend the authorizations to 06/30/20 or 07/31/20 it could be at the wrong provider. Should we be extending these? **Yes, extend the authorization. If the parent needs care at a different location, they will need to request an authorization change.**
2. There are a lot of school-age sites that are not valid for the summer since only certain sites operate in the school year vs. the summer. How do we handle these cases? **CSAW will not allow an authorization if the location is not licensed to operate in the summer months. Create a new authorization when the parent contacts the agency with information for the newly selected summer child care program.**
3. If a parent who is still working calls to report a change in providers because her current provider is closed, and she is going to remain with the new provider after the crisis. Are we supposed to end the auth with the first provider? **Yes, when the parent is still employed and changes providers and does not plan to return to the original provider – end the original authorization and write a new authorization.**
5. If a parent is laid off and they call to report they want to change child care providers since their current provider is closed, should we process their request or should they have to remain with the same child care center? Since we know they are not working, they have no need for a new auth, or can they have a new authorization since they can technically look for a new job? **Families are able to change providers to one that is still in operation. The current authorization to the closed provider should be ended and a new authorization to the new provider can be written. See [Agency Conference Call 3-31-2020](#), #5.**
7. If an authorization was ended prior to 3/15/20 should workers go back and extend those authorizations? **No, authorizations that were ended before 3/15/20 should not be extended unless the parent has a need for child care and is requesting an authorization to an open child care program. See [Agency Conference Call 4-7-2020](#), #14.**

8. Will the department transfer funds from EBT cards to child care providers' bank accounts again for May like was done in April? **Yes, this will again be done for the May 2020 Wisconsin Shares benefits. The transfer will take place on or before May 8, 2020. This is being done to ensure that child care providers are paid regardless of children's attendance during the COVID-19 pandemic.**
9. With the new, temporary processes that allows workers to use the parents' self-declared information as the best available information for many verification requirements, what should be done if we get returned mail? **If returned mail is received, we no longer have the current self-reported address. When this occurs enter "?-Not Yet Verified" in the Address Verification field on the General Case Information page to request the updated address. Workers are encouraged to attempt to call the parent to collect the new address. If able to reach the parent and the parent provides the new address, but does not provide verification, enter the "C9-COVID 19" code in the Address Verification field. This information has also been provided in the CWW Process Help COVID updates at <https://prd.cares.wisconsin.gov/help/ph/ph.htm> (WAMS logon required).**
10. According to Wisconsin Shares policy **1.3.8.3.1 Employed by a Child Care Provider**, when a parent is employed by a child care provider or a business owned or managed by a child care provider, one of the requirements is that the employer must have a Worker's Compensation insurance policy for its employees unless legally exempt. Now, because the Department of Workforce Development (DWD) is busy with Unemployment Insurance (UI) claims we, have not been able to contact the Wisconsin Compensation Rating Bureau (WCRB) by phone or email to inquire about the child care provider's Worker's Compensation (WC) coverage. Has this provision been revised in the [Emergency Order #26](#)? **No, Emergency Order #26 does not suspend the requirement. The best way to contact WCRB is via email at wcins@dwd.wisconsin.gov. It is taking longer for Wisconsin Compensation Rating Bureau (WCRB) policies to be made available on their website. A WC policy is not considered active until it is on the WCRB website. However, you may assure the provider and the parent that authorizations can be backdated to meet the child care need as long as the WC policy covers the time period of the requested authorization.**